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FIG. 1

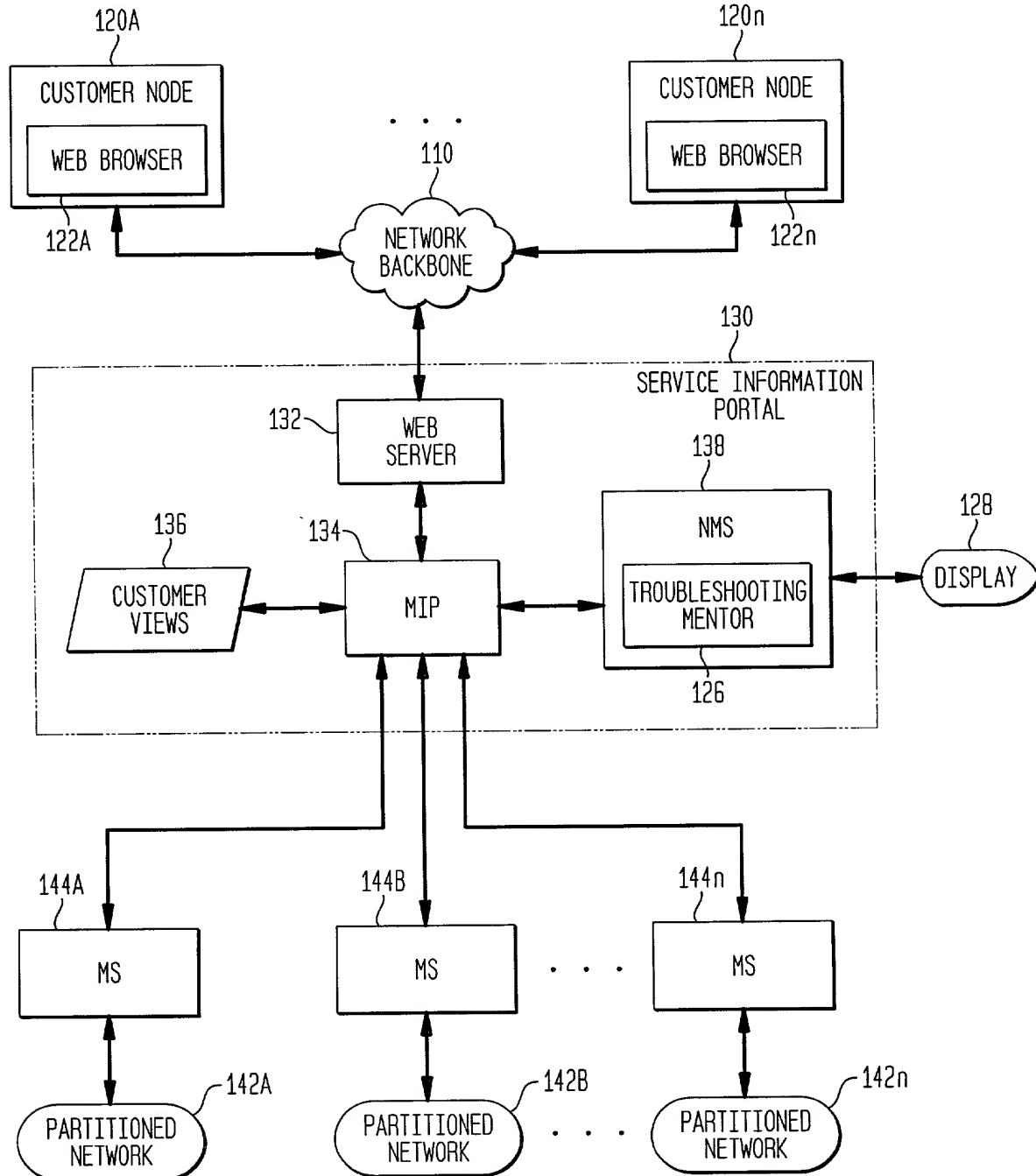


FIG. 3

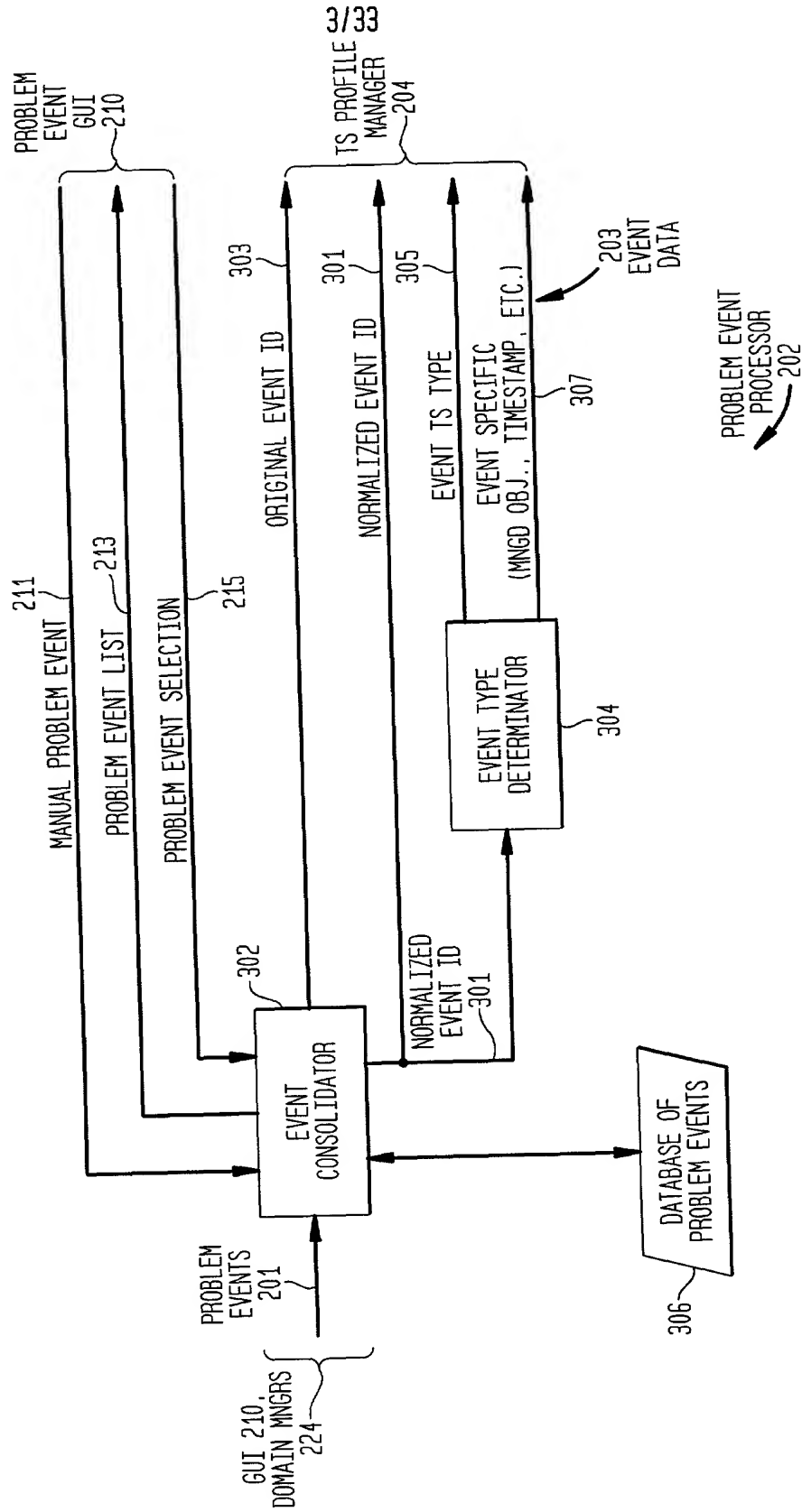
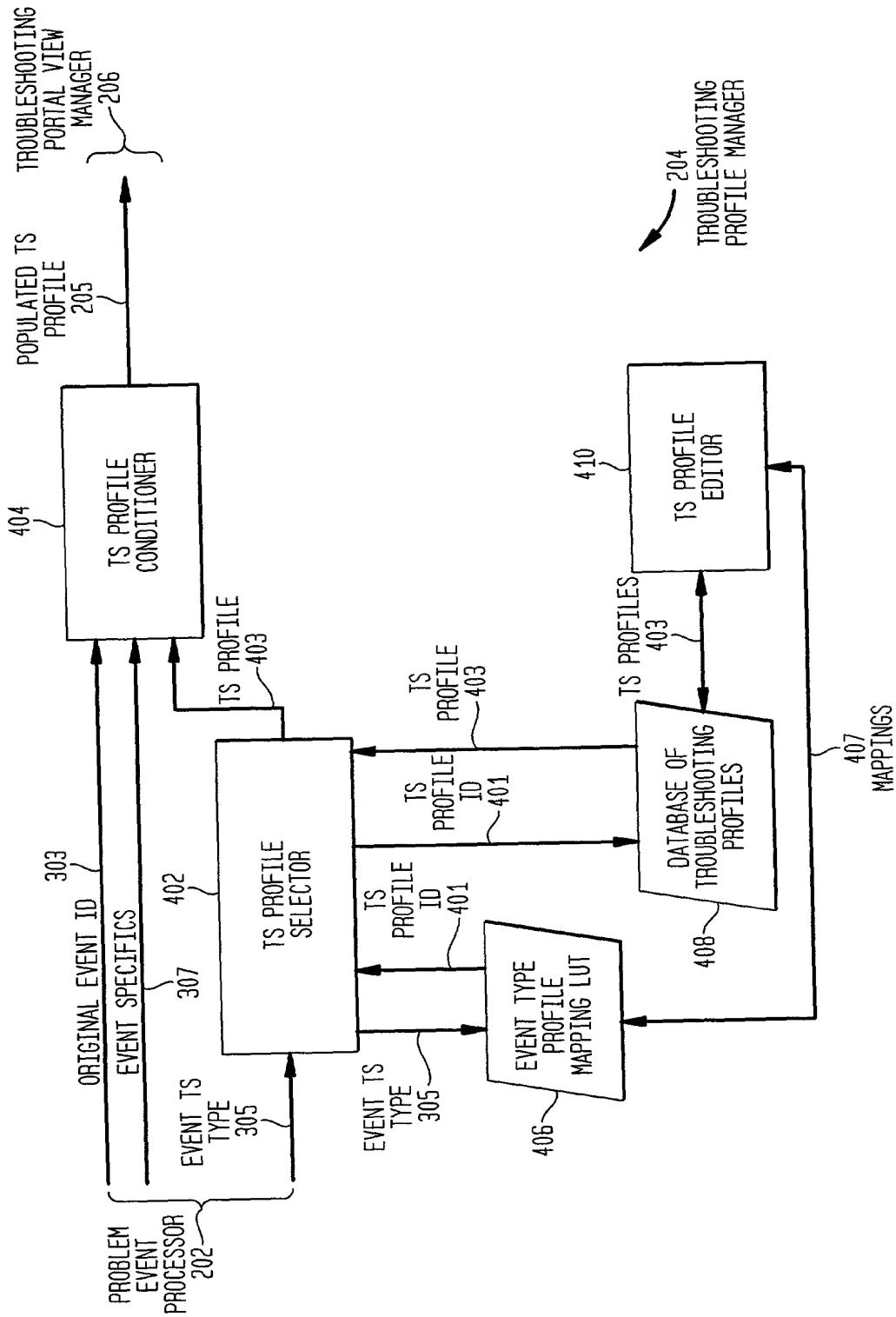
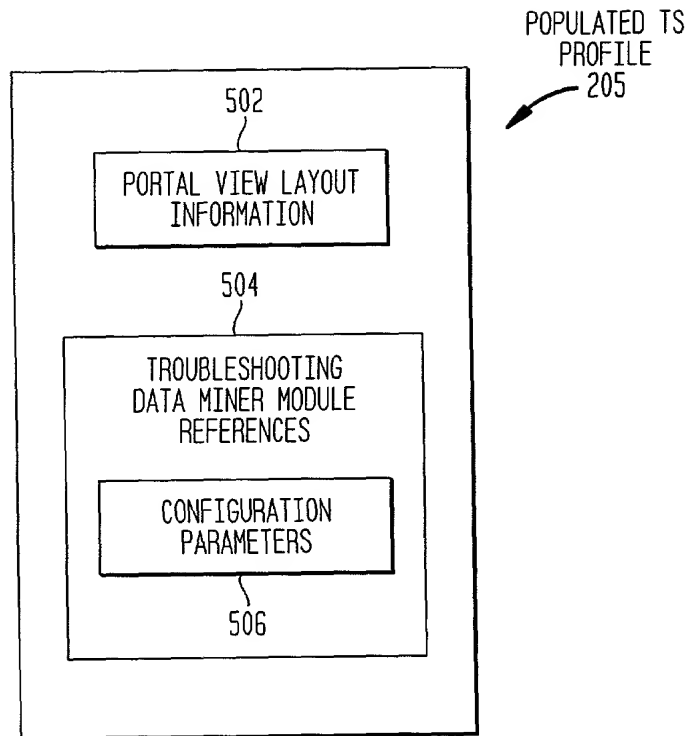


FIG. 4



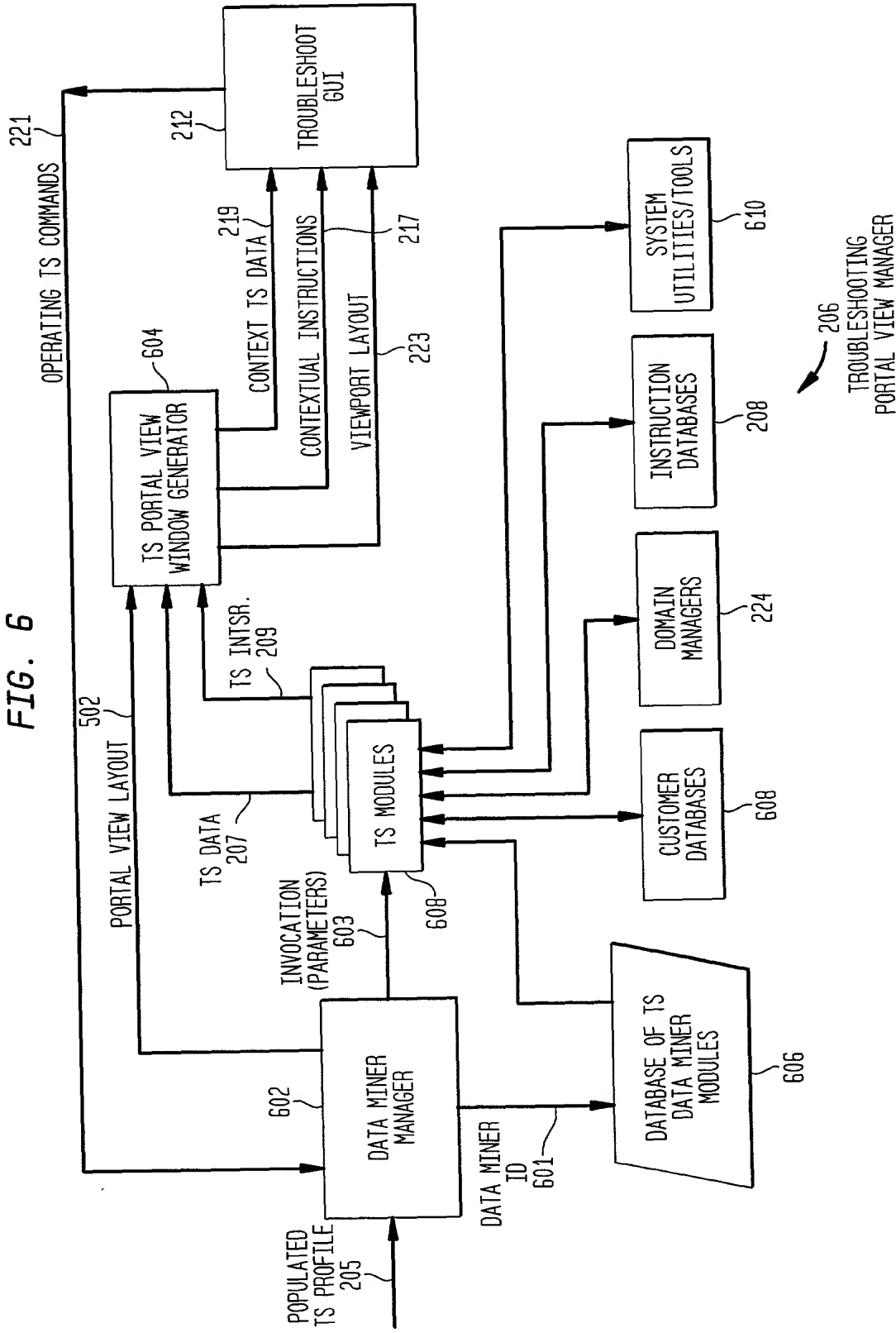
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FIG. 5



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FIG. 6



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FIG. 7

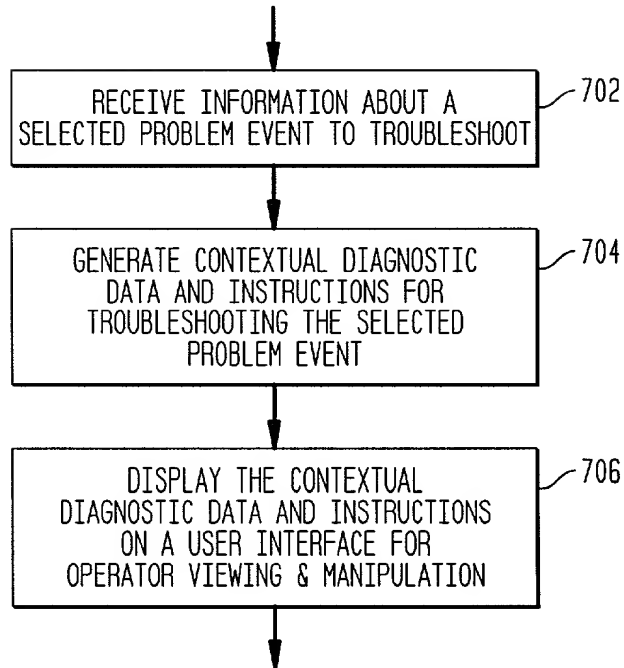
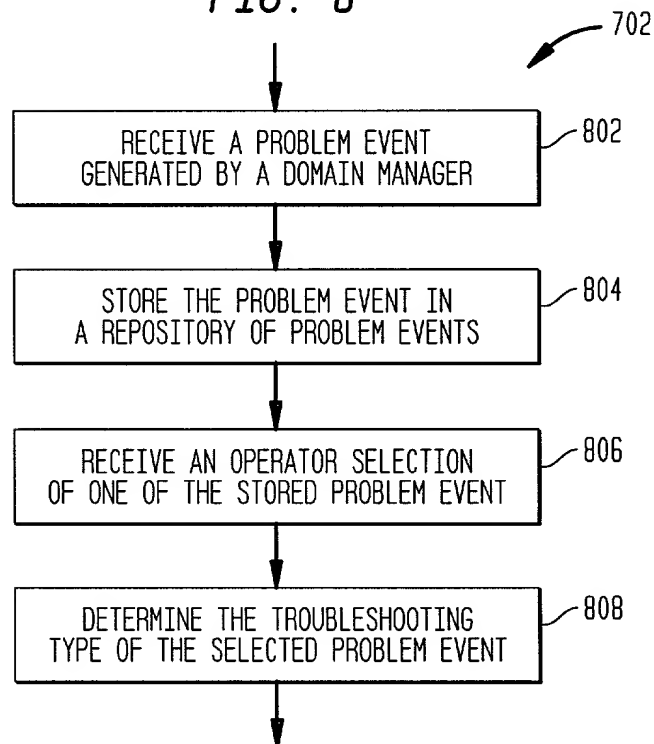
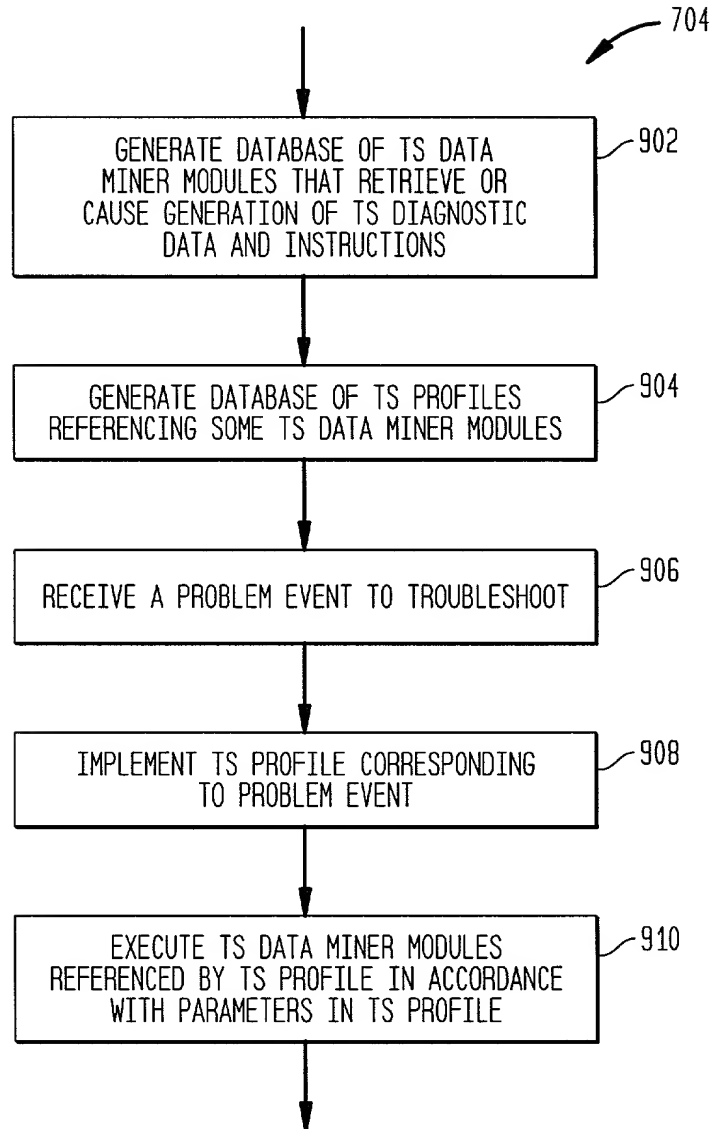


FIG. 8



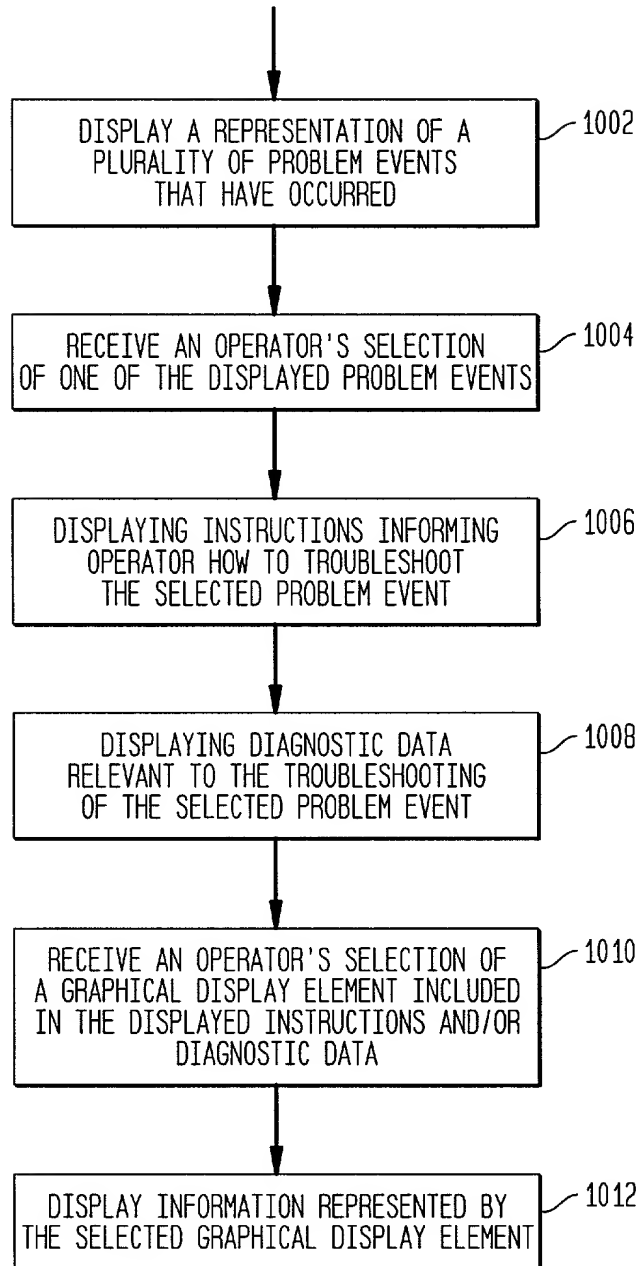
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FIG. 9



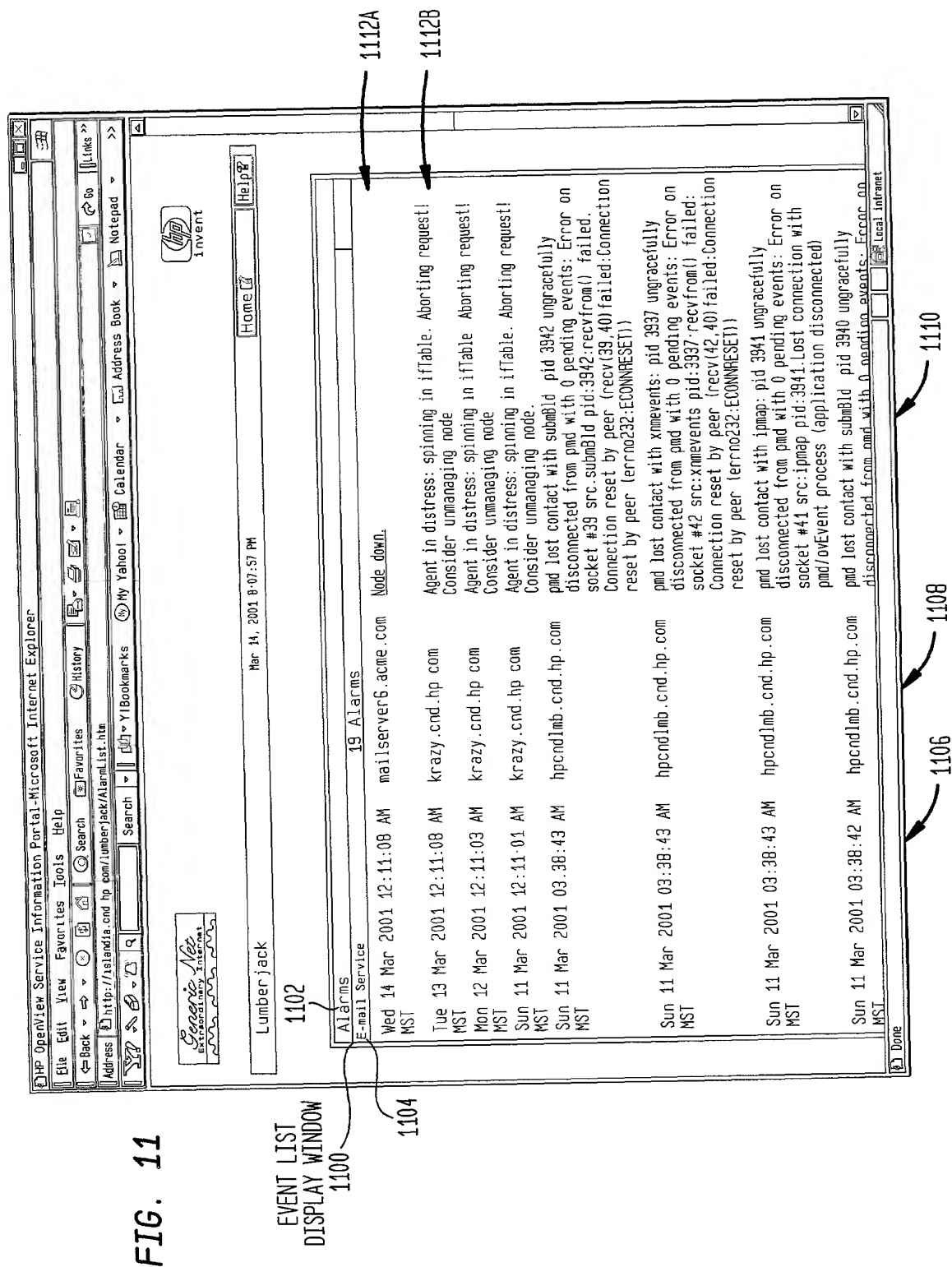
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FIG. 10



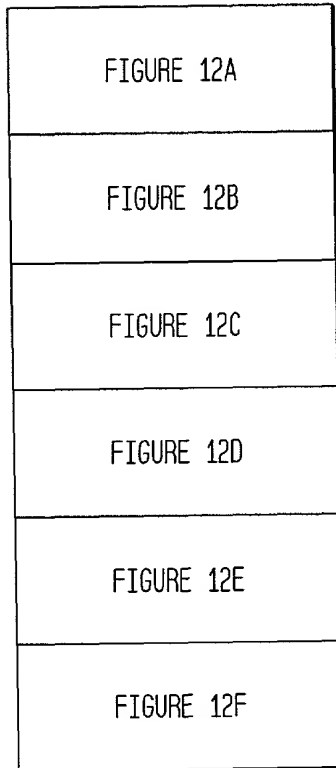
Inventor(s): Robert Raymond

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FIG. 12



TS PROFILE
1200
↙

FIG. 12A

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FIG. 12A

TS PROFILE
1200

```
1  d<?xml version="1.0" encoding="UTF-8"?>
2  <!DOCTYPE PortalView SYSTEM "PortalView.dtd">
3  <PortalView
4    colorScheme="/OvSipDocs/styles/default.css"
5    defaultSheetID="Troubleshoot" refreshRate="3600"
6    showDateTime="yes" showUserName="yes"
7    userName="Any User">
8    <Sheet id="Troubleshoot" title="Connectivity
9    Troubleshooting">
10     <Column width="narrow">
11     <ModuleInstance
12       classid="com.hp.ov.portal.modules.service.SvcCardServ
13       let" display="yes" rollupState="down" id="my6"
14       help="/OvSipDocs/C/help/SvcCard/cardView.htm"
15       title="Impacted Services">
16         <ServiceCard details="no" server="bacchusn">
17           <ServiceRef name="email"/>
18         </ServiceCard>
19       </ModuleInstance>
20       <ModuleInstance
21       classid="com.hp.ov.portal.modules.ovgeneric"
22       display="yes"
23       help="/OvSipDocs/C/help/examples/integ.html"
24       id="Generic100" rollupState="down" title="Impacted
25       Customers">
26         <Generic>
27         <Submodule>
28           <TitleBar title="Gold Customers"/>
29           <EmbeddedHtml
30           data="&lt;strong&gt;VIC1&lt;/strong&gt;"/>
31           </Submodule>
32           <Submodule>
33             <TitleBar title="Silver Customers"/>
```

HEADER
1202

VIEW WINDOW
ATTRIBUTES
1204

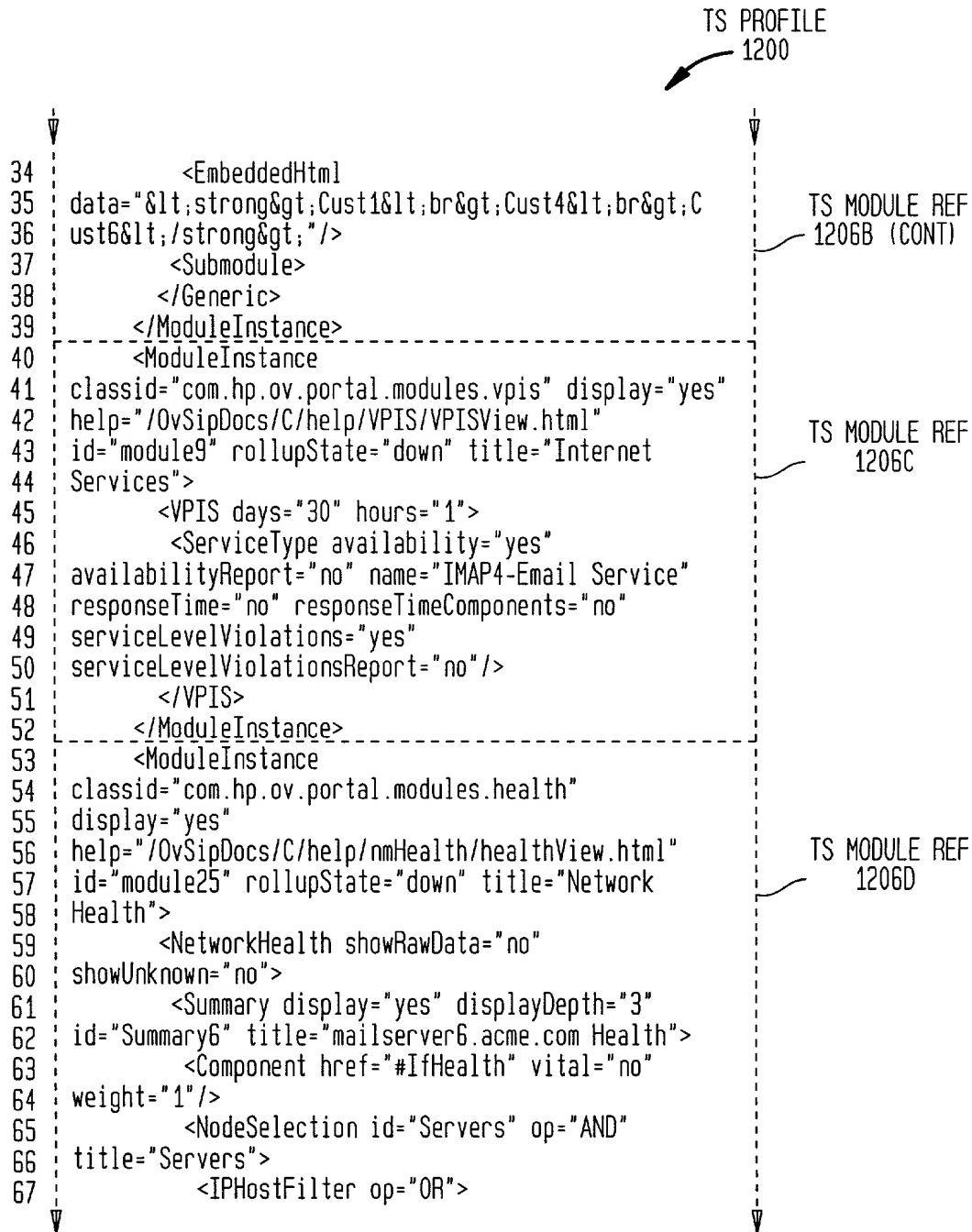
TS MODULE
REFERENCE
1206A

TS MODULE
REFERENCE
1206B

FIG. 12A

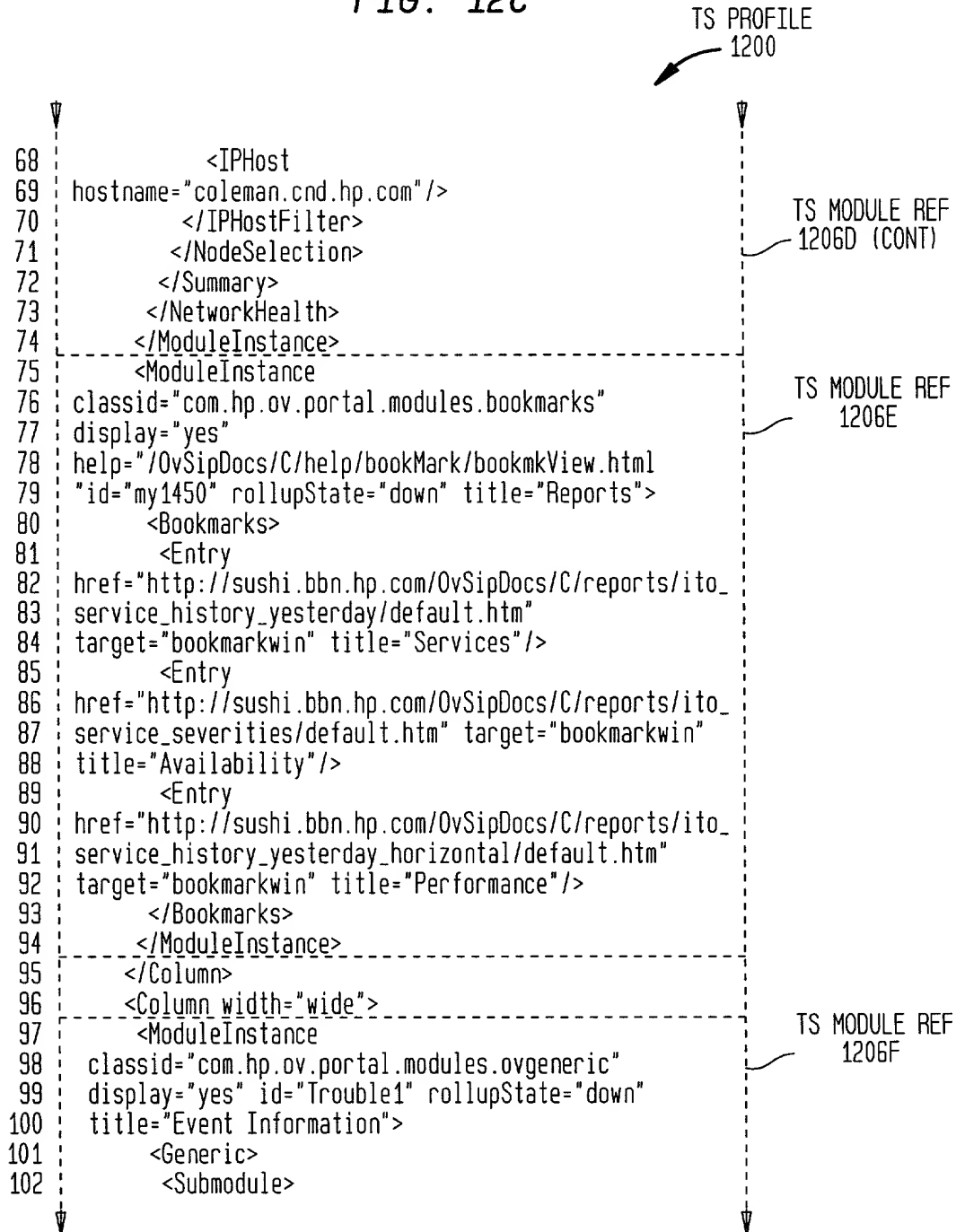
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FIG. 12B



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FIG. 12C



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FIG. 12D

TS PROFILE
1200

```
103     <TitleBar title="Event Details"/>
104     <File displayFileInfo="no"
105     fileName="$SIP_HOME_DIRconf/share/events/detailsA
106     "stripHtmlHeader="no" type="text/html"/>
107     </Submodule>
108     <Submodule>
109         <TitleBar title="Event Description"/>
110         <File displayFileInfo="no"
111         fileName="$SIP_HOME_DIRconf/share/events/descript
112         ionA" stripHtmlHeader="no" type="text/html"/>
113         </Submodule>
114         <Submodule>
115             <TitleBar title="Event Instructions"/>
116             <File displayFileInfo="no"
117             fileName="$SIP_HOME_DIRconf/share/events/instructi
118             onsA" stripHtmlHeader="no" type="text/html"/>
119             </Submodule>
120         </Generic>
121     </ModuleInstance>
122     <ModuleInstance
123     classid="com.hp.ov.portal.modules.ovgeneric"
124     display="yes" id="Trouble2" rollupState="down"
125     title="Tools">
126         <Generic>
127             <Submodule>
128                 <TitleBar title="Ping"/>
129                 <File displayFileInfo="no"
130                 fileName="$SIP_HOME_DIRconf/share/events/ping"
131                 stripHtmlHeader="no" type="text/plain"/>
132             </Submodule>
133             <Submodule>
134                 <TitleBar title="Traceroute"/>
135                 <File displayFileInfo="no"
136                 fileName="$SIP_HOME_DIRconf/share/events/tracerou
137                 te" stripHtmlHeader="no" type="text/plain"/>
```

TS MODULE REF
1206F (CONT)

TS MODULE REF
1206G

FIG. 12D

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FIG. 12E

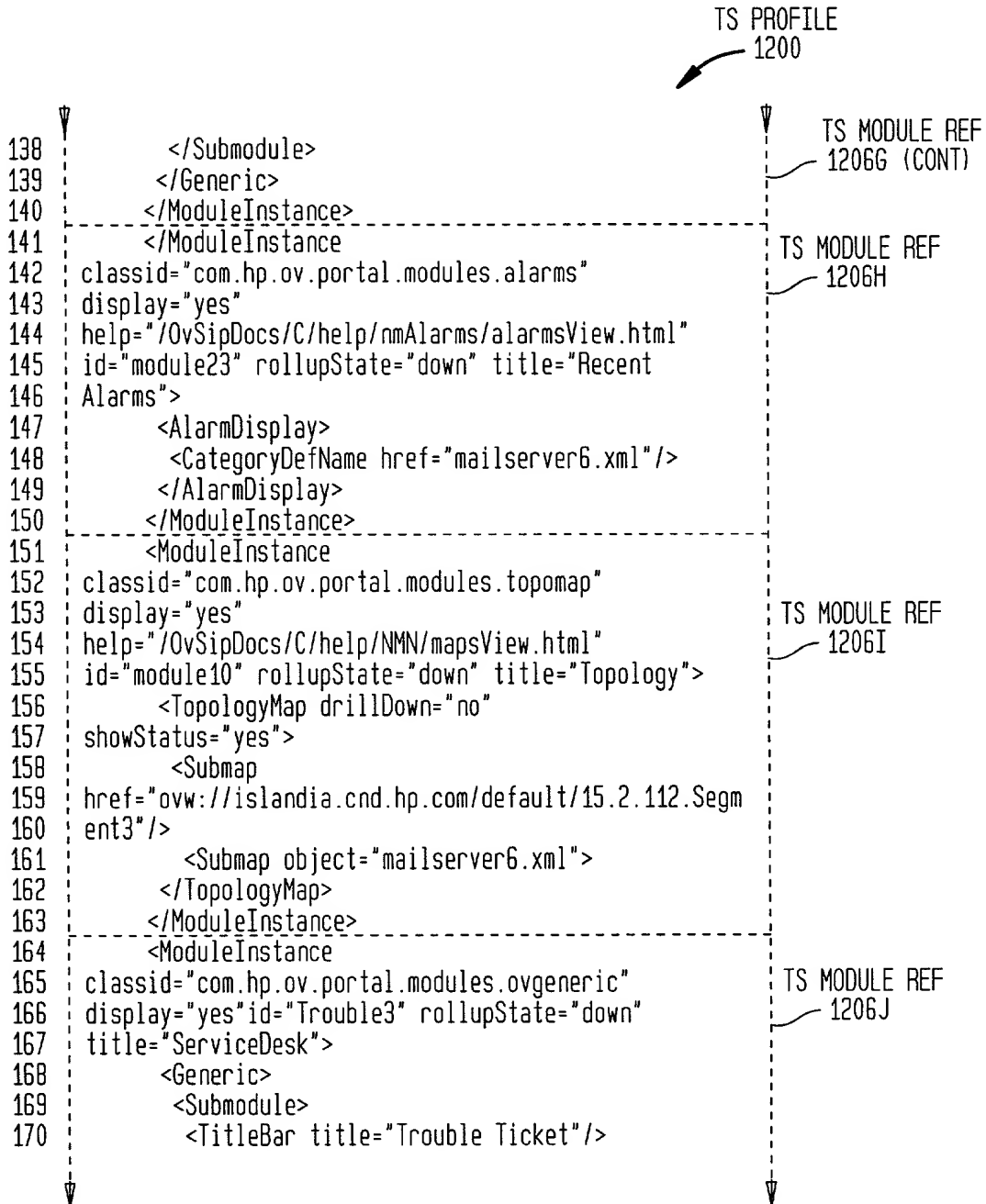


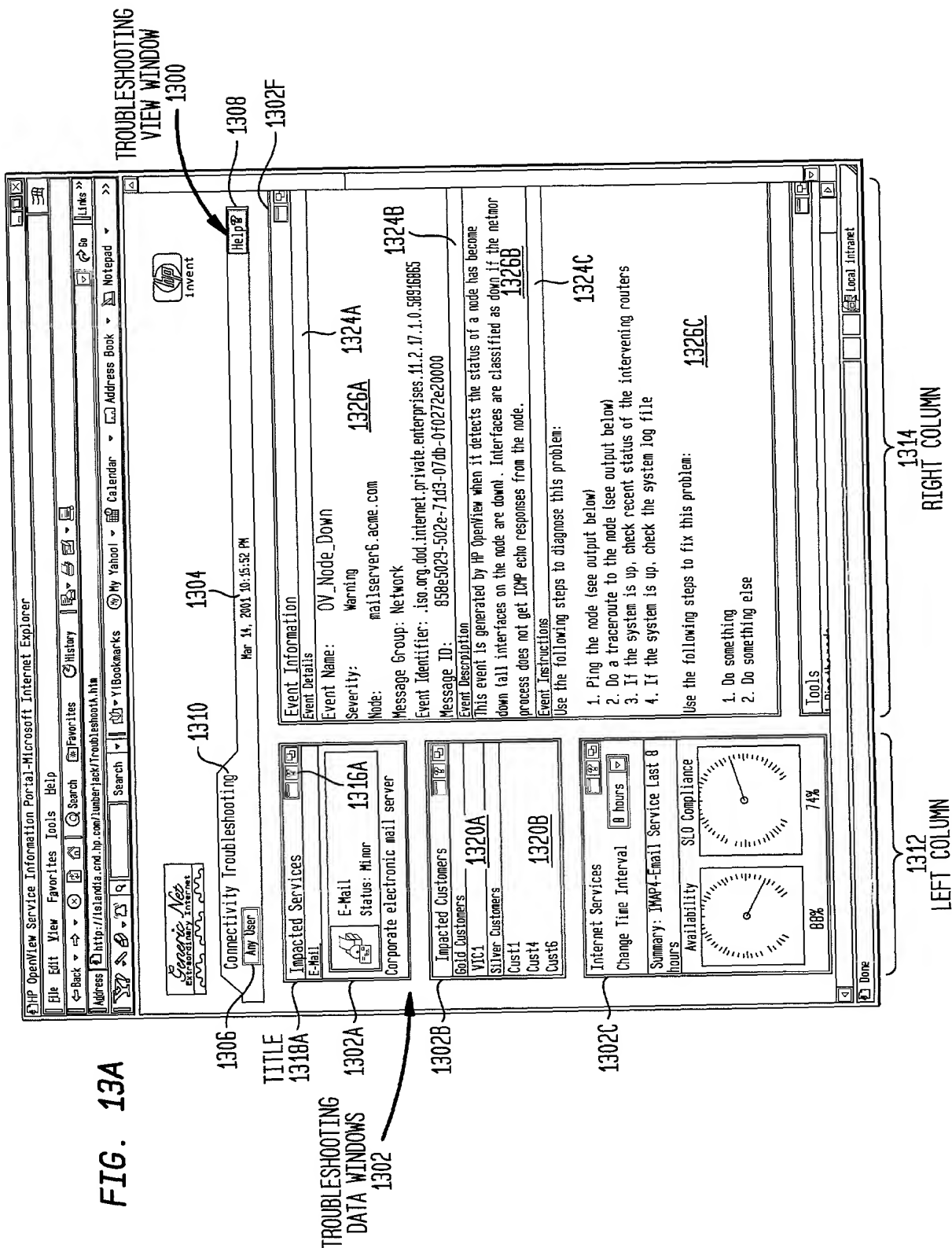
FIG. 12F

TS PROFILE
1200

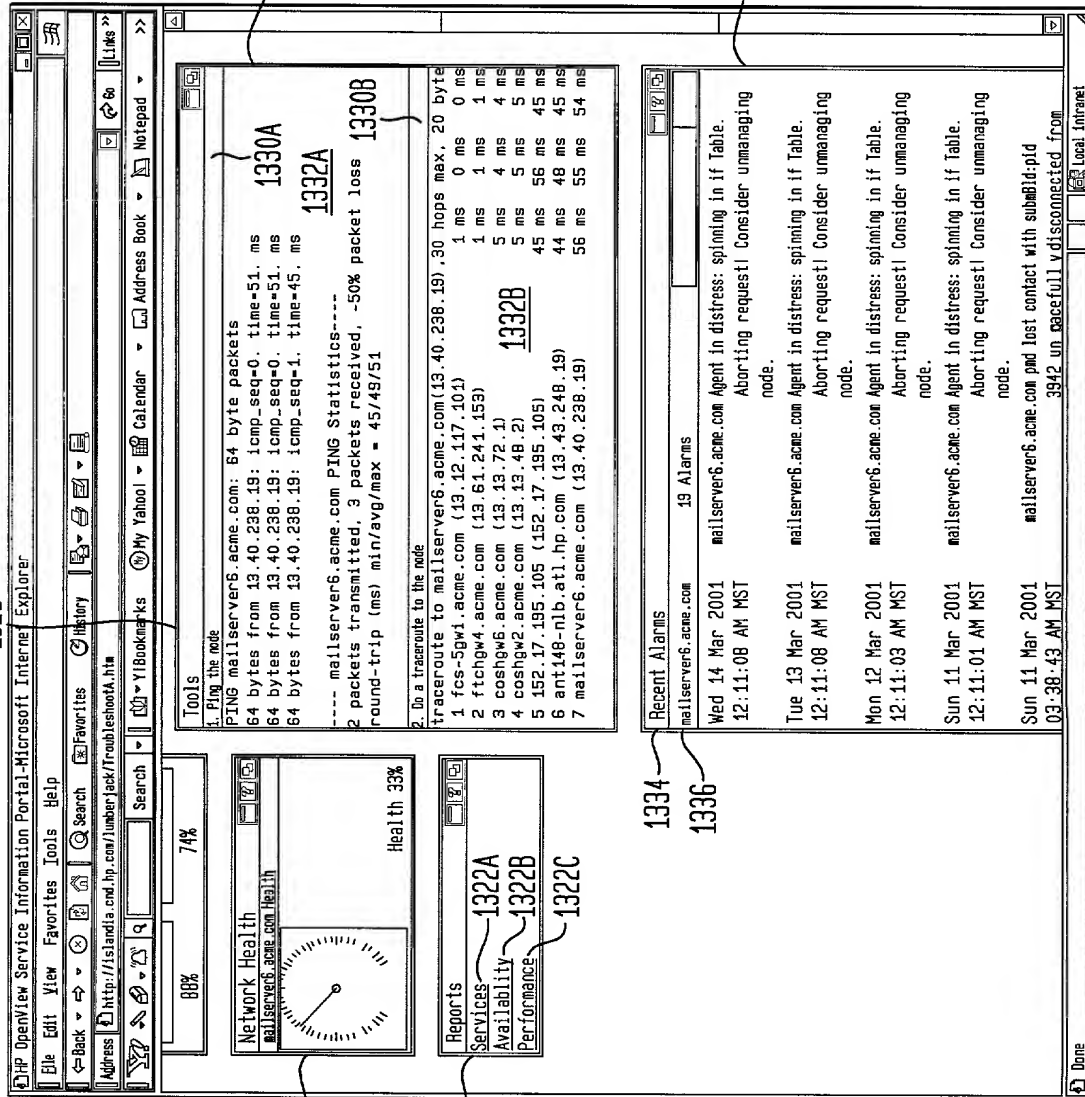
TS MODULE REF
1206J (CONT)

```
171      <File displayFileInfo="no"  
172      fileName="$SIP_HOME_DIRconf/share/events/ticketA"  
173      stripHtmlHeader="no" type="text/html"/>  
174      </Submodule>  
175      </Generic>  
176      </ModuleInstance>  
177      </Column>  
178      </Sheet></PortalView>
```

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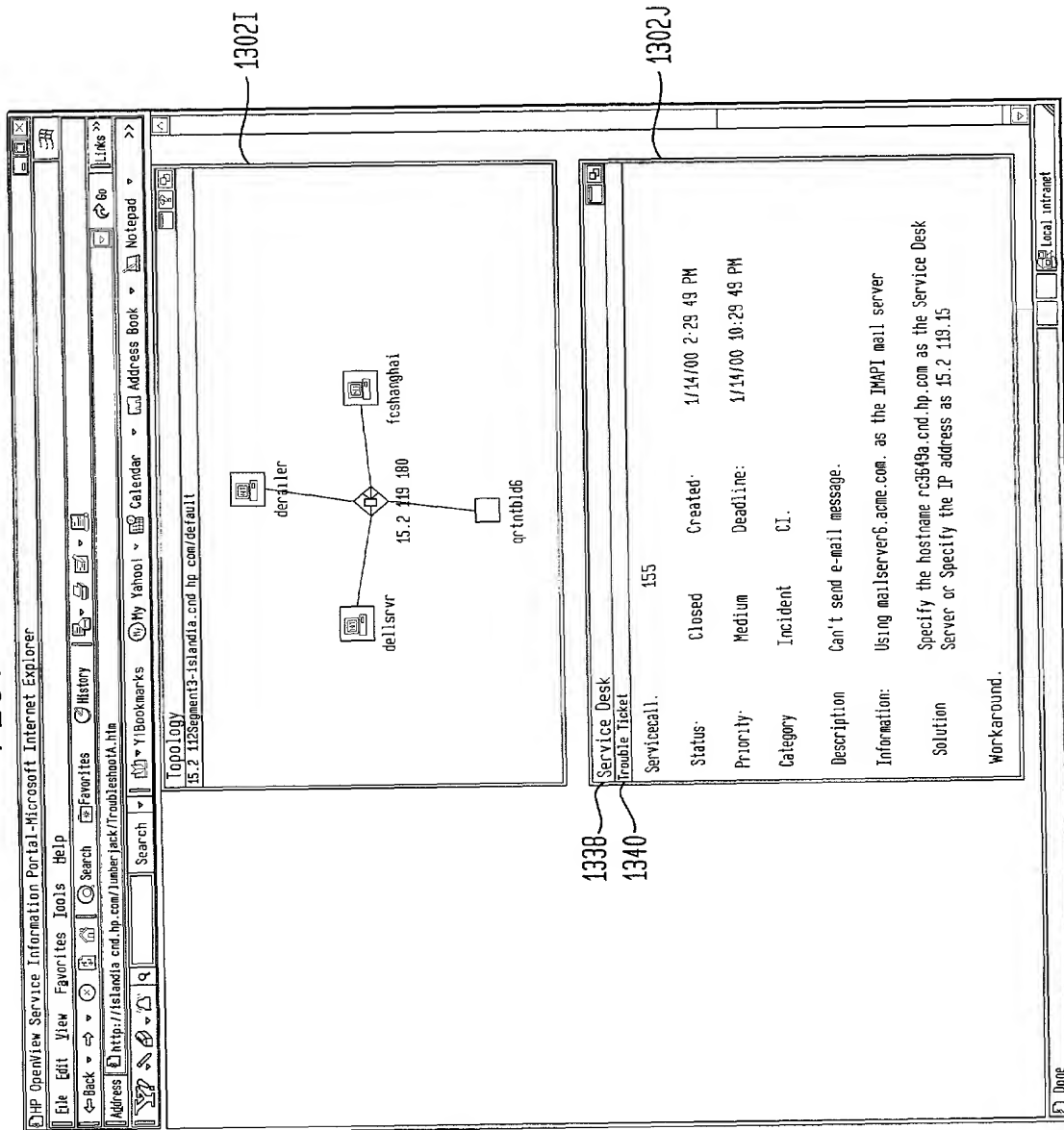


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FIG. 13C



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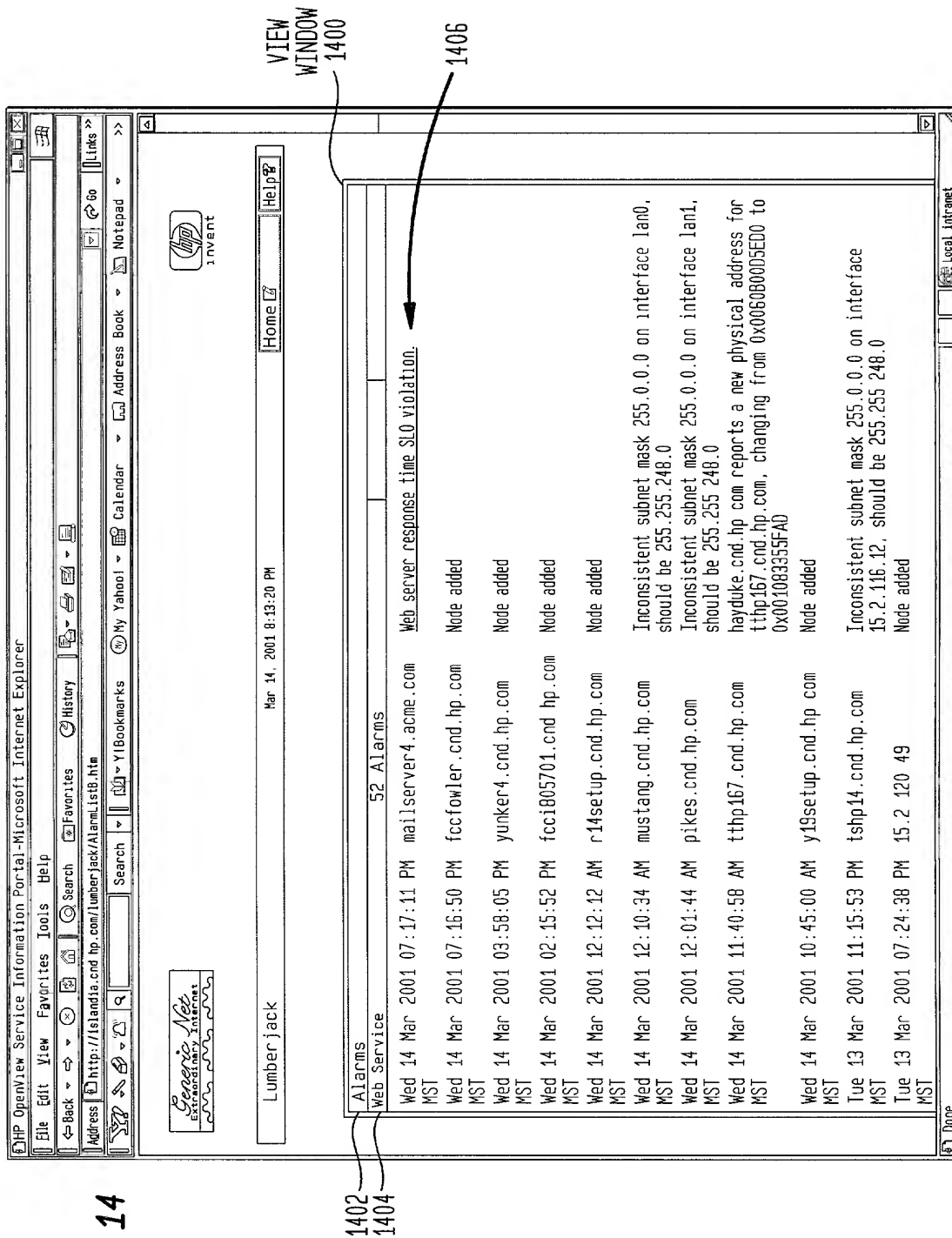


FIG. 15

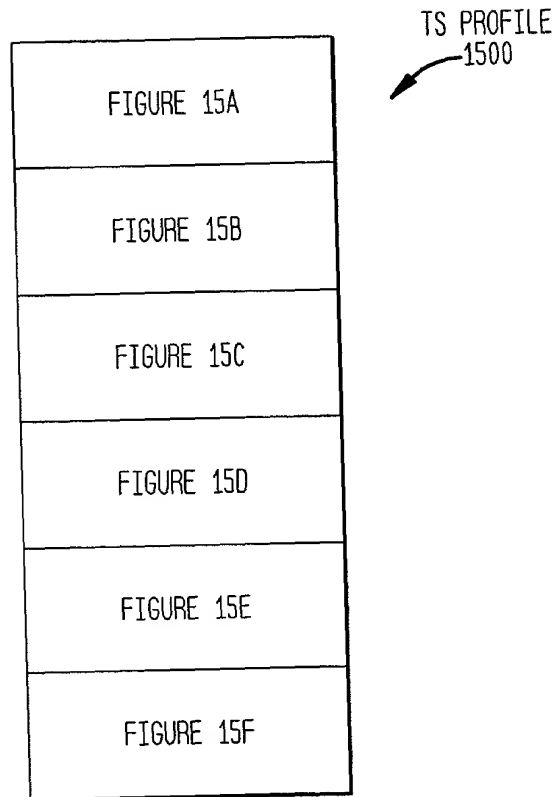



FIG. 15

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FIG. 15A

TS PROFILE
1500



```
1 <?xml version="1.0" encoding="UTF-8"?>
2 <!DOCTYPE PortalView SYSTEM "PortalView.dtd">
3 <PortalView
4   colorScheme="/OvSipDocs/styles/default.css"
5   defaultSheetID="Troubleshoot" refreshRate="3600"
6   showDateTime="yes" showUserName="yes"
7   userName="Any User">
8
9   <Sheet id="Troubleshoot" title="Troubleshoot">
10     <Column width="narrow">
11       <ModuleInstance
12         classid="com.hp.ov.portal.modules.service.SvcCardServ
13         let" display="yes"
14         help="/OvSipDocs/C/help/SvcCard/cardView.htm"
15         id="my6" rollupState="down" title="Impacted
16         Services">
17         <ServiceCard details="no" server="bacchusn">
18         <ServiceRef name="email"/>
19         </ServiceCard>
20       </ModuleInstance>
21       <ModuleInstance
22         classid="com.hp.ov.portal.modules.ovgeneric"
23         display="yes"
24         help="/OvSipDocs/C/help/examples/integ.html"
25         id="Generic100" rollupState="down" title="Impacted
26         Customers">
27         <Generic>
28         <Submodule>
29         <TitleBar title="Gold Customers"/>
30         <EmbeddedHtml
31         data="&lt;strong&gt;VIC2&lt;/strong&gt;"/>
32         </Submodule>
33         </Generic>
34       </ModuleInstance>
```

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FIG. 15B

TS PROFILE

1500


```
35      <ModuleInstance
36      classid="com.hp.ov.portal.modules.vpis" display="yes"
37      help="/OvSipDocs/C/help/VPIS/VPISView.html"
38      id="module9" rollupState="down" title="Internet
39      Services">
40          <VPIS days="30" hours="1">
41              <ServiceType availability="no"
42              availabilityReport="no" id="module90" name="HTTP -
43              Web Pages" responseTime="yes"
44              responseTimeComponents="no"
45              serviceLevelViolations="yes"
46              serviceLevelViolationsReport="no"/>
47          </VPIS>
48      </ModuleInstance>
49      <ModuleInstance
50      classid="com.hp.ov.portal.modules.health"
51      display="yes"
52      help="/OvSipDocs/C/help/nmHealth/healthView.html"
53      id="module25" rollupState="down" title="Network
54      Health">
55          <NetworkHealth showRawData="no"
56          showUnknown="no">
57              <Summary display="yes" displayDepth="3"
58              id="Summary6" title="webserver4.acme.com Health">
59                  <Component href="#IfHealth" vital="no"
60                  weight="1"/>
61                  <Component href="#CiscoCpuUtil"
62                  vital="no" weight="1"/>
63                  <NodeSelection id="Routers" op="AND"
64                  title="Routers">
65                      <IPHostFilter op="OR">
66                          <IPHost
67                          hostname="coleman.cnd.hp.com"/>
68                      </IPHostFilter>
69                  </NodeSelection>
```

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FIG. 15C

TS PROFILE
1500




```
70         </Summary>
71     </NetworkHealth>
72 </ModuleInstance>
73 <ModuleInstance
74     classid="com.hp.ov.portal.modules.bookmarks"
75     display="yes"
76     help="/OvSipDocs/C/help/bookMark/bookmkView.html
77     "id="my1450" rollupState="down" title="Reports">
78         <Bookmarks>
79             <Entry
80 href="http://sushi.bbn.hp.com/OvSipDocs/C/reports/ito_
81 service_history_yesterday/default.htm"
82 target="bookmarkwin" title="Services"/>
83             <Entry
84 href="http://sushi.bbn.hp.com/OvSipDocs/C/reports/ito_
85 service_severities/default.htm" target="bookmarkwin"
86 title="Availability"/>
87             <Entry
88 href="http://sushi.bbn.hp.com/OvSipDocs/C/reports/ito_
89 service_history_yesterday_horizontal/default.htm"
90 target="bookmarkwin" title="Performance"/>
91         </Bookmarks>
92     </ModuleInstance>
93 </Column>
94 <Column width="wide">
95     <ModuleInstance
96     classid="com.hp.ov.portal.modules.ovgeneric"
97     display="yes" id="Trouble1" rollupState="down"
98     title="Event Information">
99         <Generic>
100             <Submodule>
101                 <TitleBar title="Event Details"/>
102                 <File displayFileInfo="no"
103 fileName="$SIP_HOME_DIRconf/share/events/detailsB
104 "stripHtmlHeader="no" type="text/html"/>
```

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FIG. 15D

TS PROFILE
1500



```
105         </Submodule>
106         <Submodule>
107             <TitleBar title="Event Description"/>
108             <File displayFileInfo="no"
109 fileName="$SIP_HOME_DIRconf/share/events/descript
110 ionB"stripHtmlHeader="no"type="text/html"/>
111         </Submodule>
112         <Submodule>
113             <TitleBar title="Event Instructions"/>
114             <File displayFileInfo="no"
115 fileName="$SIP_HOME_DIRconf/share/events/instrucci
116 onsB"stripHtmlHeader="no"type="text/html"/>
117         </Submodule>
118     </Generic>
119 </ModuleInstance>
120 <ModuleInstance
121 classid="com.hp.ov.portal.modules.ovgeneric"
122 display="yes" id="Trouble2" rollupState="down"
123 title="Tools">
124     <Generic>
125         <Submodule>
126             <TitleBar title="Ping"/>
127             <File displayFileInfo="no"
128 fileName="$SIP_HOME_DIRconf/share/events/pingB"
129 stripHtmlHeader="no"type="text/plain"/>
130         </Submodule>
131         <Submodule>
132             <TitleBar title="Traceroute"/>
133             <File displayFileInfo="no"
134 fileName="$SIP_HOME_DIRconf/share/events/tracerou
135 teB"stripHtmlHeader="no"type="text/plain"/>
136         </Submodule>
137     </Generic>
138 </ModuleInstance>
```

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FIG. 15E

TS PROFILE

1500


```
139      <ModuleInstance
140      classid="com.hp.ov.portal.modules.vpis" display="yes"
141      help="/OvSipDocs/C/help/VPIS/VPISView.html"
142      id="module10" rollupState="down" title="Internet
143      Services">
144          <VPIS days="30" hours="1">
145              <ServiceType availability="no"
146              availabilityReport="yes" id="module100" name="HTTP
147              - Web Pages" responseTime="no"
148              responseTimeComponents="yes"
149              serviceLevelViolations="no"
150              serviceLevelViolationsReport="yes" />
151          </VPIS>
152      </ModuleInstance>
153      <ModuleInstance
154      classid="com.hp.ov.portal.modules.alarms"
155      display="yes"
156      help="/OvSipDocs/C/help/nmAlarms/alarmsView.html"
157      id="module23" rollupState="down" title="Recent
158      Alarms">
159          <AlarmDisplay>
160              <CategoryDefName href="webserver4.xml" />
161          </AlarmDisplay>
162      </ModuleInstance>
163      <ModuleInstance
164      classid="com.hp.ov.portal.modules.ovgeneric"
165      display="yes" id="Trouble3" rollupState="down"
166      title="Service Desk">
167          <Generic>
168              <Submodule>
169                  <TitleBar title="Trouble Ticket" />
170                  <file displayFileInfo="no"
171                  fileName="$SIP_HOME_DIRconf/share/events/ticketB"
172                  stripHtmlHeader="no" type="text/html" />
173              </Submodule>
```

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FIG. 15F

TS PROFILE
1500



```
174     <Submodule>
175         <TitleBar title="Trouble Ticket"/>
176         <File displayFileInfo="no"
177     fileName="$SID_HOME_DIRconf/share/events/ticketC"
178     stripHtmlHeader="no" type="text/html"/>
179     </Submodule>
180     </Generic>
181 </ModuleInstance>
182 </Column>
183 </Sheet></PortalView>
```

TS PROFILE 1500

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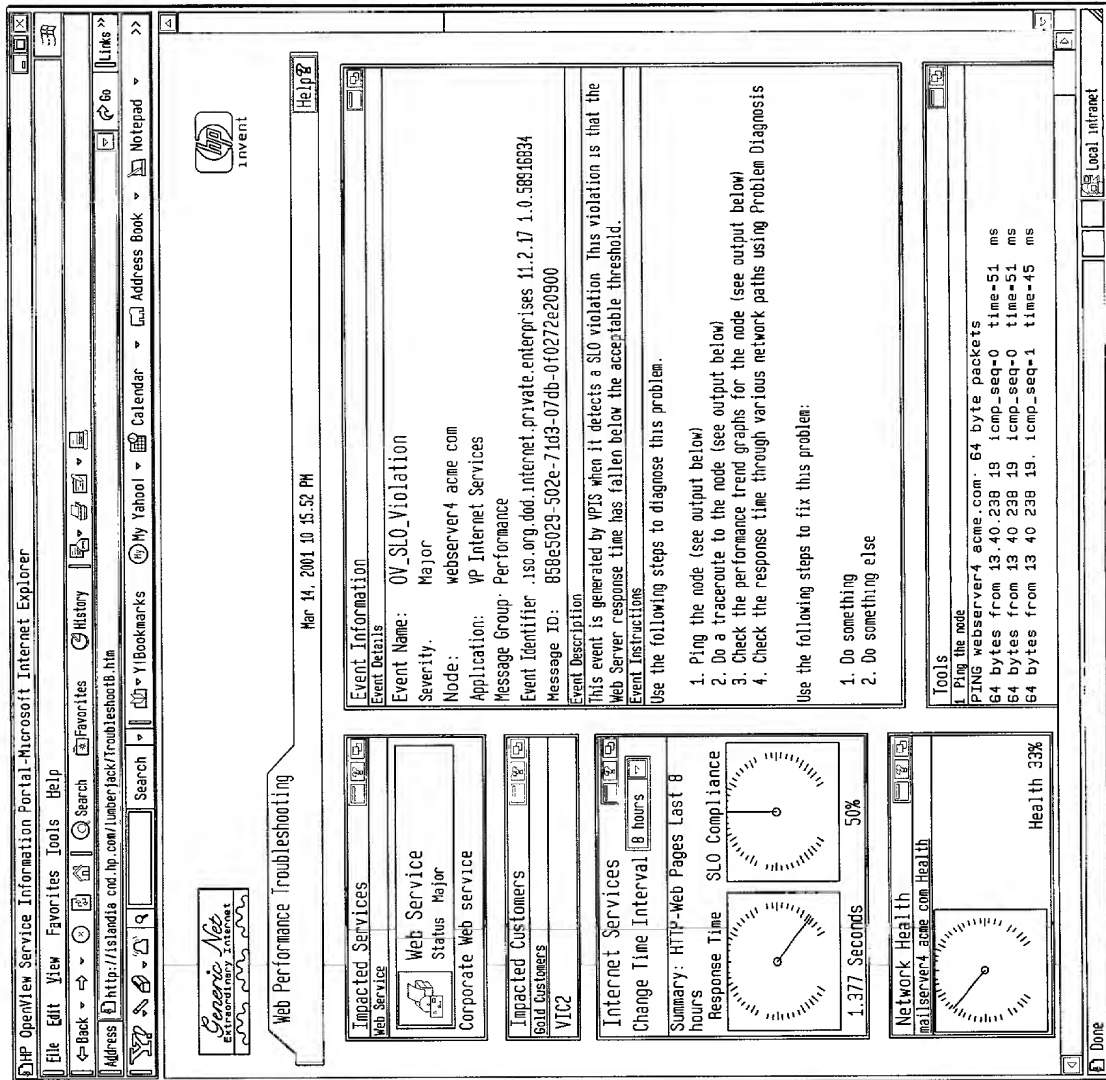


FIG. 16A

FIG. 16B

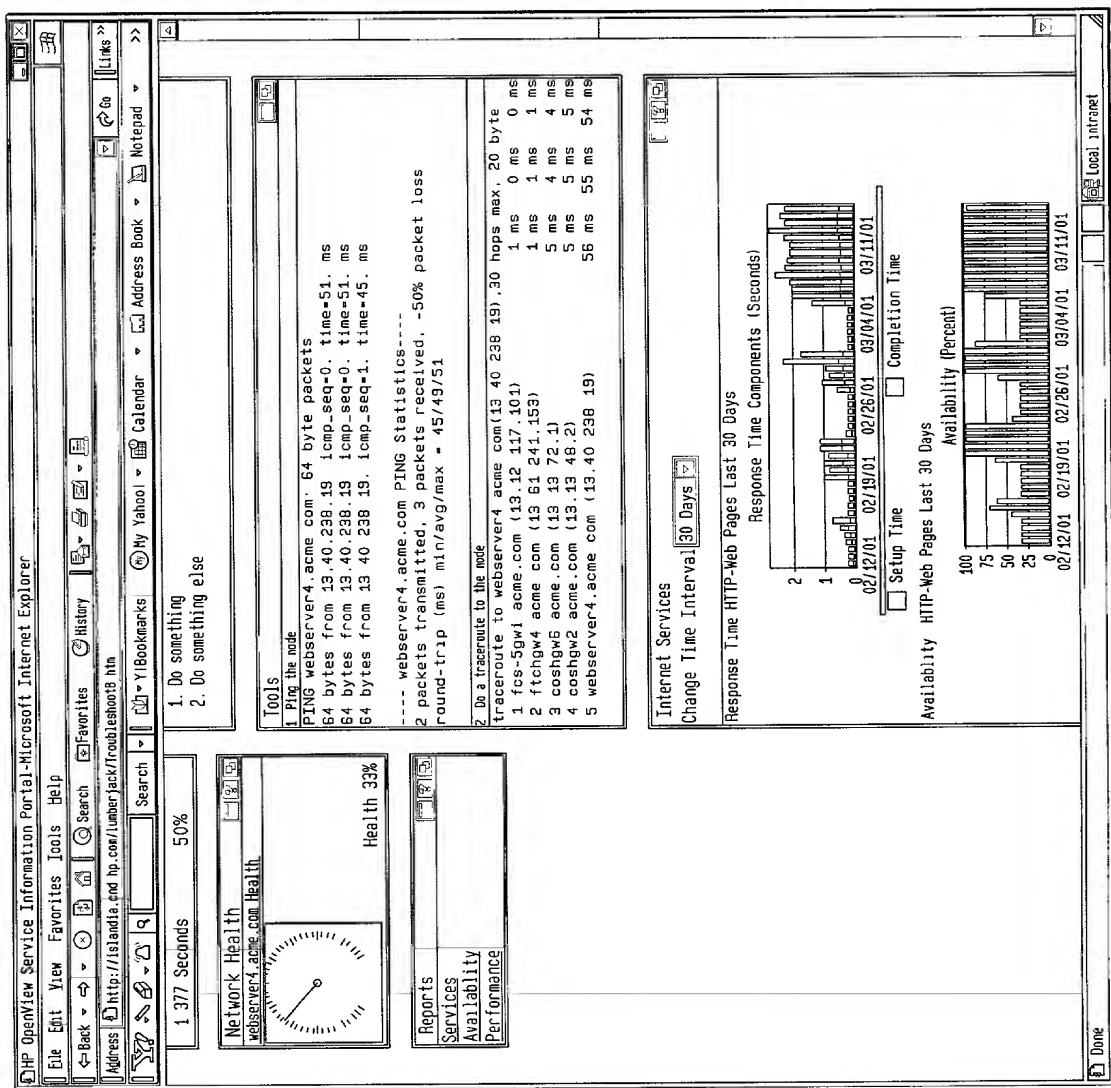
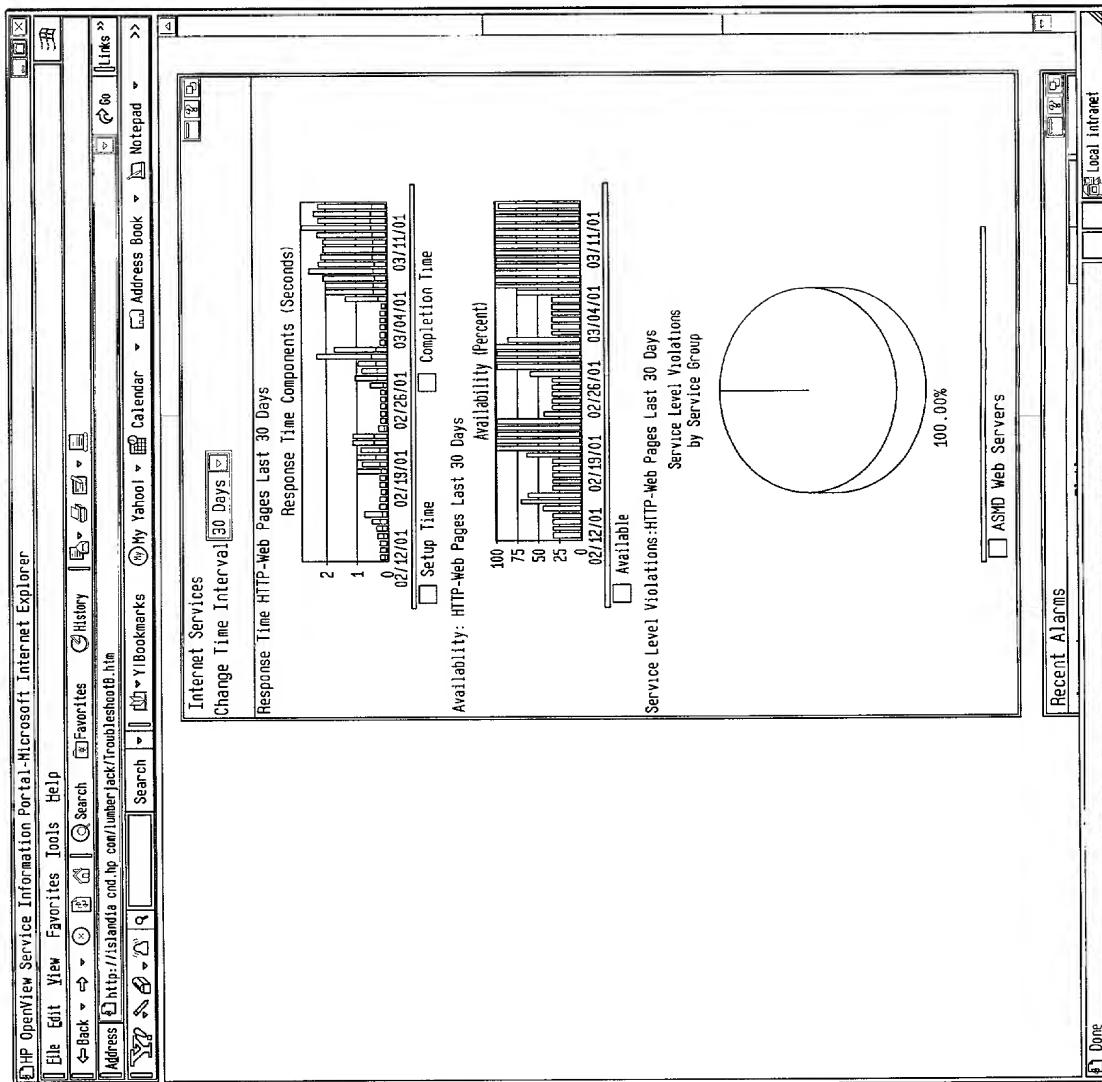


FIG. 16C

FIG. 16C



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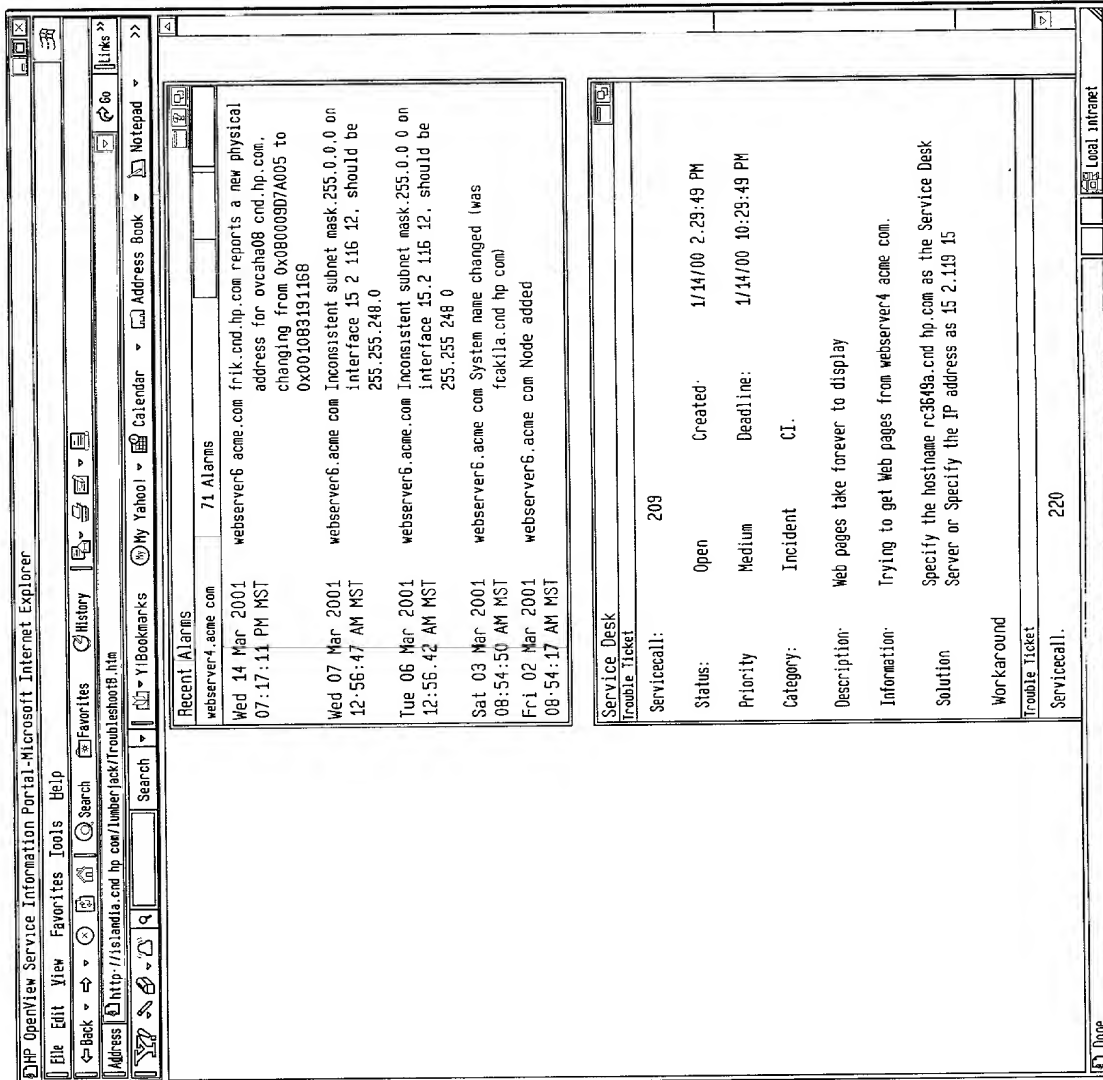


FIG. 16D

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FIG. 16E

